Top 10 Ways to Improve Financial Performance in Healthcare

Healthcare is evolving. To survive the transformation, hospitals must focus on increasing revenue and reducing costs—while improving the quality of care. Here are ten ways you can improve your financial performance.

1. **Improve Revenue Cycle Processes**
   Streamlining all points of the revenue cycle is a difficult endeavor. However, improving processes can greatly impact your revenue position. You can increase cash flow, avoid claims denials, reduce accounts receivables, decrease the cost to collect, reduce takebacks, and more.

2. **Increase “Clean Claim” Rates**
   When your claims accurately reflect the care you provide, you can rely on the integrity of your revenue. Clean claims are less likely to be denied or face takeback risks from auditors.

3. **Prepare for ICD-10**
   Like it or not, the shift to ICD-10 is coming. Embrace the change by identifying how your coding and documentation initiatives will increase revenue. Improving documentation processes and documenting the complexity of care ensure appropriate reimbursement.

4. **Remove the Barriers to Clinical Integration**
   Many hospitals lack records on the true continuum of care. There are many different systems, and rarely do they talk to each other. With an enterprise content management solution, you can integrate all clinical information into a single, easily accessible patient record.

5. **Provide the Right Amount of Care**
   Every patient episode is different, but when you have a policy of providing exactly the right amount of care, you can reduce costs. Tracking readmissions, one-day stays, and emergency department visits provides the metrics necessary to improve operations and ensure the provision of the optimal level of care.

6. **Drive Point-of-Service Cash Collections**
   Whether your self-pay accounts receivables are from elective procedures, co-pays, or deductibles, it’s important to collect as much as you can upfront in the patient registration process. Optimizing your revenue cycle should include attention to your self-pay cost to collect.

7. **Transition to a Fee-for-Value World**
   Reimbursement models are changing. Clinical outcomes will affect your financial performance in a fee-for-value world. Yet, fee-for-service reimbursement still dominates today. Navigating the transition to this new healthcare provisioning and reimbursement model can be accomplished by first creating an effective roadmap. This roadmap includes a current state assessment and the development of a future state design where process improvements, risk, compliance, and other major factors are important considerations.

8. **Ensure Efficient Supply Chain Management**
   Manual processes and excessive waste drive supply chain costs up. A thorough assessment and process improvement strategy will increase electronic transactions, improve the cost of inventory, increase discounts, and more.

9. **Increase Health Plan Transparency**
   As healthcare moves toward a shared-risk, accountable care model, it’s crucial that providers and health plans align to provide optimal care. Tracking revenue metrics and improving business processes help increase transparency and collaboration.

10. **Improve IT Adoption and Performance**
    Manual processes and excessive waste drive supply chain costs up. A thorough assessment and process improvement strategy will increase electronic transactions, improve the cost of inventory, increase discounts, and more.

To learn more about how to improve your financial performance with Xerox healthcare consulting services, visit [www.services.xerox.com/healthcare-solutions/enus.html](http://www.services.xerox.com/healthcare-solutions/enus.html) or contact us at 877-414-2676.